

**RECEIVED  
CENTRAL FAX CENTER**

JUL 14 2004

**PATENT**  
Docket No. 42390.P8971

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

**In re Patent Application of**

**John CROOK**

**Application No.: 09/523,935**

**Filed: March 13, 2000**

For: METHOD OF PROCESSING AN INBOUND  
CALL IN A CALL CENTER

Group Art Unit: 2642

**Examiner: H. Hong**

### RESPONSE TO OFFICE ACTION


**MS Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450**

**Dear Sir:**

In response to the Office Action dated April 22, 2004, the following remarks are respectfully submitted in connection with the above-identified application.

**CERTIFICATE OF TRANSMISSION**

I hereby certify that this correspondence is being facsimile transmitted to the U.S. Patent and Trademark Office on the date shown below

By:   
Senta Evans

Date: July 14, 2004